**VOLUNTEER COORDINATOR POSITION**

**Reports to**Manager of Visitor Services

**Salary**

$30,000 per year

**Date**  
March 14, 2017

**JOB DESCRIPTION**

**Summary/Objective**

This position is responsible for establishing and facilitating a volunteer program that attracts and retains enthusiastic, reliable volunteers. Volunteer Coordinator will also assist with daily museum activities, special events, and outreach functions.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Develop a plan to recruit volunteers with a goal of volunteer time equaling 7 full time staff members.
* Actively recruit and interview volunteers of diverse ages, abilities, socioeconomic, and cultural backgrounds.
* Work with other Museum staff to develop volunteer role descriptions and volunteering opportunities.
* Attend community outreach and networking events to attract new volunteers. Work with community partners to recruit individual and group volunteers.
* Match the interests, abilities, and schedule of individual and group volunteers to the needs of the Museum.
* Develop a volunteer orientation packet.
* Coordinate and lead volunteer training sessions throughout the year.
* Create a welcoming, collaborative environment for all volunteers.
* Design and implement a volunteer award and recognition program.
* Schedule and supervise all volunteers.
* Provide volunteer coordination and support for special events, including Annual Gala.
* Establish disciplinary policies and take disciplinary action when necessary.
* Maintain updated records on all volunteers.
* Manage tracking of volunteer hours through the Museum’s software and online systems. Provide reporting data as needed regarding hours.
* Set up and attend volunteer meetings. Report to staff and board on volunteer activities as needed.
* Contribute to day-to-day museum activities, including but not limited to exhibit, café, and party room set up and cleaning, answering questions about the Museum both in person and on the phone, monitoring exhibits, assisting with group tours, staffing gift shop and front desk, facilitating daily programs.

**Supervisory Responsibility**

Supervise the entire volunteer force.

**Work Environment**

This job operates in a professional office environment, off site venues, and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This role utilizes household cleaners.

**Position Type and Expected Hours of Work**

This is a full-time position. Employee is required to work a minimum of one weekend day as part of their weekly schedule. Evenings may be required as job duties demand.

**Travel**

Travel is primarily located within Cuyahoga County, with occasional travel to other Northeast Ohio counties.

**Required Education and Experience**

1. Bachelor's degree.
2. Valid driver’s license required.
3. Excellent written and oral communication skills as well as collaborative skills to work with staff across the Museum.
4. Ability to manage people and projects in a creative and fast-paced professional environment. An energetic, forward-thinking and creative individual with high ethical standards.
5. A persistent self-motivator who can work with minimal oversight and achieve goals on a consistent basis.
6. Must pass a background check and get fingerprinted.

**Preferred Experience**

1. Prior experience as volunteer coordinator for public or nonprofit employer.
2. Prior experience creating and implementing volunteer programs and training.
3. Prior experience managing a diverse group of individuals.
4. Prior experience working with young children and/or families.
5. Prior experience working as a volunteer.

**Skills Required**

* Excellent customer service skills.
* Strong judge of character.
* Leadership experience.
* Conflict management skills.
* Ability to multi-task.
* Detail-oriented and organized.
* Ability to work both independently and as a member of a larger staff team.
* Familiar with various technologies and software.
* Ability to connect with diverse types of organizations: schools, businesses, government, faith organizations, etc.

Additional skills that are highly valued, but not required, include:

* Knowledge of volunteerism and volunteer management practices
* Public speaking/Facilitation skills
* Marketing/Public Relations
* Fundraising/Grant writing
* Program management, including budgeting and financial oversight
* Supervisory experience
* Multi-lingual

**ADA REQUIREMENTS:**

**VISUAL:** Required to observe exhibit space, view activities and exhibit components and use computer.

**ORAL:** Required for heavy communication with volunteers, staff, children and adult public.

**HEARING:** Required for face-to-face and telephone conversations with volunteers, staff, children and adult public.

**DEXTERITY:** Required for keyboarding, manipulating activities, exhibit cleaning, and maintenance.

**OTHER PHYSICAL:** Requires standing, walking and sitting for extended periods; bending, kneeling, climbing and reaching. Requires ability to lift 25 pounds. Must be able to tolerate dust in the environment.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**This job description has been approved by all levels of management:

Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_​\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_